**CERTIFICATE OF MAILING** 

I hereby certify that the below listed items are being deposited with the U.S. Postal service as first class mail in an envelope addressed to:

Mail Stop Amendment Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450

011

Anne Antonoff

In Re Application of:

Hedlund, et al.

Serial No.: 10/633,357

Filed: August 1, 2003

Group Art Unit: 3623

Examiner: TBA

Docket No. 762302-1050

For: System and Method for Scheduling of Personnel

The following is a list of documents enclosed:

Return Postcard Information Disclosure Statement Form 1449(Pages 1-8 U.S. Patents and Foreign and Pages 1-10 Articles) Copes of Non-patent material enclosed

Further, the Commissioner is authorized to charge Deposit Account No. 20-0778 for any additional fees required. The Commissioner is requested to credit any excess fee paid to Deposit Account No. 20-0778.

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In re the application of:

Confirmation: 3703

Hedlund, et al.

Art Unit: 3623

Serial Number: 10/633,357

Examiner: TBA

Filing Date: August 1, 2003

Docket No.: 762302-1050

Title: SYSTEM AND METHOD FOR SCHEDULING OF PERSONNEL

### INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450

Sir:

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This	information disclosure statement is filed in accordance with 37 C.F.R. §§ 1.56, 1.97, and 1.98, and specifically:
$\boxtimes$	under 37 CFR 1.97(b), or (within Three months of filing national application; or date of entry of international application; or before mailing date of first office action on the merits; whichever occurs last)
	under 37 CFR 1.97(c) together with either a:  Statement Under 37 C.F.R. 1.97(e), or  a \$180.00 fee under 37 CFR 1.17(p), or  (After the CFR 1.97(b) time period, but before the final office action or notice of allowance, whichever occurs first)
	under 37 CFR 1.97(d) together with a:  Statement under 37 CFR 1.97(e), and  a \$180.00 petition fee set forth in 37 CFR 1.17(p).  (Filed after final office action or notice of allowance, whichever occurs first, but before payment of the issue fee)
Enclo	osed is a check in the amount of \$ .
Enclo	osed is Credit Card Payment Form (PTO-2038) in the amount of \$ .
Pleas	se charge \$ to deposit account .
mailing date of first office action on the merits; whichever occurs last)  under 37 CFR 1.97(c) together with either a:  Statement Under 37 C.F.R. 1.97(e), or  a \$180.00 fee under 37 CFR 1.17(p), or  (After the CFR 1.97(b) time period, but before the final office action or notice of allowance, whichever occurs first)  under 37 CFR 1.97(d) together with a:  Statement under 37 CFR 1.97(e), and  a \$180.00 petition fee set forth in 37 CFR 1.17(p).  (Filed after final office action or notice of allowance, whichever occurs first, but before payment of the issue fee)  Enclosed is a check in the amount of \$  Enclosed is Credit Card Payment Form (PTO-2038) in the amount of \$	

in accordance with 37 CFR 1.56. As required by 37 C.F.R. §1.98(a), a legible copy of each document is provided.

A concise explanation of the relevance of foreign language patents, foreign language publications and other foreign language information listed on PTO Form SB/08A-08B-08a, as presently understood by the individual(s) designated in 37 CFR 1.56(c) most knowledgeable about the content is given on the attached sheet, or where a foreign language patent is cited in a search report or other action by a foreign patent office in a counterpart foreign application, an English language version of the search report or action which indicates the degree of relevance found by the foreign office is listed on the form PTO SB/08A-08B-08a and is enclosed herewith.

The following rights are reserved by the Applicant(s): the right to establish the patentability of the claimed invention over any of the listed documents should they be applied as reference, and/or the right to prove that some of these documents may not be prior art, and/or the right to prove that some of these documents may not be enabling for the teachings they purport to offer.

This statement should not be construed as a representation that an exhaustive search has been made, or that information more material to the examination of the present application does not exist. Any statements or identifications regarding the relevance of any portion(s) of cited references should not be construed as a representation that the most relevant portion(s) have been identified, and the absence of such statements or identifications should not be construed as representations that there are no relevant portion(s). The Examiner is specifically requested not to rely solely on the materials submitted herewith. The Examiner is requested to conduct an independent and thorough review of the documents, and to form independent opinions as to their significance.

It is requested that the information disclosed herein be made of record in this application and that the Examiner initial and return a copy of the enclosed PTO SB/08A-08B-08a to indicate the documents have been considered.

Respectfully Submitted,

THOMAS, KAYDEN, HORSTEMEYER & RISLEY, L.L.P.

By:

Minh N. Nguyen, Reg. No. 53,864

100 Galleria Parkway, N.W. Suite 1750 Atlanta, Georgia 30339-5948

Phone: (770) 933-9500 Fax: (770) 951-0933

3623



### INFORMATION DISCLOSURE CITATION

Attorney Docket No.
762302-1050

Applicant
Hedlund, et al.

Filing Date

Serial No.
10/633,357

Group

08/01/2003

(Use several sheets if necessary)

U.S. PATENT DOCUMENTS Examiner Item Document Date Name Class Subclass Filing Date Initials Number If Appropriate /G.P./ 2001/0000962 05/10/01 1 Rajan 2 10/18/01 2001/0032335 Jones 3 2001/0043697 11/22/01 Cox et al. 4 2002/0038363 03/28/02 MacLean 5 05/02/02 Baudu, et al. 2002/0052948 6 2002/0065911 05/30/02 Von Klopp, et al. 7 2002/0065912 05/30/02 Catchpole, et al. 8 09/12/02 2002/0128925 Angeles 9 2002/0143925 10/03/02 Pricer et al. 10 11/07/02 Eshghi, et al. 2002/0165954 03/20/03 Wiles, et al. 11 2003/0055883 12 2003/0079020 Gourraud et al. 04/24/03 13 2003/0144900 07/31/03 Whitmer 14 2003/0154240 08/14/03 Nygren, et al. 15 2004/0100507 05/27/04 Hayner, et al. 16 2004/0165717 08/26/04 McIlwaine, et al. 17 Lee, et al. 06/23/05 2005/013560 18 3,594,919 07/27/71 De Bell, et al. 19 De Bell, et al. 3,705,271 12/05/72 20 4,510,351 04/09/85 Costello, et al. FOREIGN PATENT DOCUMENTS Document Translation Date Country Class Subclass Number Yes No

**EXAMINER'S SIGNATURE:** 

/George Park/

DATE CONSIDERED: 02/12/2008

<sup>\*</sup> EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

(Use several sheets if necessary)

conformance and not considered. Include copy of this form with next communication to the applicant.

/George Park/

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Attorney Docket No. 762302-1050	Serial No. 10/633,357
Applicant Hedlund, et al.	
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08/01/2003	3623

	7.		<u> </u>	ATENT DOCUMENTS		6.1.1	T 821: B
Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Dat If Appropria
/G.P./	21	4,684,349	08/04/87	Ferguson, et al.			
0000000	22	4,694,483	09/15/87	Cheung			
0000000	23	4,763,353	08/09/88	Canale, et al.			
000000	24	4,815,120	03/21/89	Kosich			
000000	25	4,924,488	05/08/90	Kosich			
	26	4,953,159	08/28/90	Hayden, et al.		<b>\</b>	
0000	27	5,016,272	05/14/91	Stubbs, et al.			
00000	28	5,101,402	03/31/92	Chiu, et al.			
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000000	30	5,210,789	05/11/93	Jeffus, et al.			
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20000000	37	5,317,628	05/31/94	Misholi, et al.			M
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V	41	5,432,715	07/11/95	Shigematsu, et al.			
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Attorney Docket No.
762302-1050

Applicant
Hedlund, et al.

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Filing Date Group 08/01/2003 3623

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48 5,572,652 11/05/96 Robusto, et al.  49 5,577,112 11/19/96 Cambray, et al.  50 5,590,171 12/31/96 Howe, et al.  51 5,597,312 01/28/97 Bloom, et al.  52 5,619,183 04/08/97 Ziegra, et al.  53 5,696,906 12/09/97 Peters, et al.  54 5,717,879 02/10/98 Moran, et al.  55 5,721,842 02/24/98 Beasley, et al.  56 5,742,670 04/21/98 Bennett  57 5,748,499 05/05/98 Trueblood  58 5,778,182 07/07/98 Cathey, et al.  59 5,784,452 07/21/98 Carney  60 5,790,798 08/04/98 Beckett, II, et al.  61 5,796,952 08/18/98 Davis, et al.  FOREIGN PATENT DOCUMENTS  Document Date Country Class Subclass	
49       5,577,112       11/19/96       Cambray, et al.         50       5,590,171       12/31/96       Howe, et al.         51       5,597,312       01/28/97       Bloom, et al.         52       5,619,183       04/08/97       Ziegra, et al.         53       5,696,906       12/09/97       Peters, et al.         54       5,717,879       02/10/98       Moran, et al.         55       5,721,842       02/24/98       Beasley, et al.         56       5,742,670       04/21/98       Bennett         57       5,748,499       05/05/98       Trueblood         58       5,778,182       07/07/98       Cathey, et al.         59       5,784,452       07/21/98       Carney         60       5,790,798       08/04/98       Beckett, II, et al.         61       5,796,952       08/18/98       Davis, et al.         62       5,809,247       09/15/98       Richardson, et al.         FOREIGN PATENT DOCUMENTS         Document       Date       Country       Class       Subclass	7
50         5,590,171         12/31/96         Howe, et al.           51         5,597,312         01/28/97         Bloom, et al.           52         5,619,183         04/08/97         Ziegra, et al.           53         5,696,906         12/09/97         Peters, et al.           54         5,717,879         02/10/98         Moran, et al.           55         5,721,842         02/24/98         Beasley, et al.           56         5,742,670         04/21/98         Bennett           57         5,748,499         05/05/98         Trueblood           58         5,778,182         07/07/98         Cathey, et al.           59         5,784,452         07/21/98         Carney           60         5,790,798         08/04/98         Beckett, II, et al.           61         5,796,952         08/18/98         Davis, et al.           62         5,809,247         09/15/98         Richardson, et al.           FOREIGN PATENT DOCUMENTS	<i>T</i>
51       5,597,312       01/28/97       Bloom, et al.         52       5,619,183       04/08/97       Ziegra, et al.         53       5,696,906       12/09/97       Peters, et al.         54       5,717,879       02/10/98       Moran, et al.         55       5,721,842       02/24/98       Beasley, et al.         56       5,742,670       04/21/98       Bennett         57       5,748,499       05/05/98       Trueblood         58       5,778,182       07/07/98       Cathey, et al.         59       5,784,452       07/21/98       Carney         60       5,790,798       08/04/98       Beckett, II, et al.         61       5,796,952       08/18/98       Davis, et al.         62       5,809,247       09/15/98       Richardson, et al.         FOREIGN PATENT DOCUMENTS         Document       Date       Country       Class       Subclass	<i></i>
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Attorney Docket No. Serial No. 762302-1050 10/633,357 Applicant Hedlund, et al.

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	64	5,825,869	10/20/98	Brooks, et al.		M			
	65	5,835,572	11/10/98	Richardson, Jr., et al.					
	66	5,862,330	01/19/99	Anupam, et al.		N. S.	-		
	67	5,864,772	01/26/99	Alvarado, et al.					
0000000	68	5,884,032	03/16/99	Bateman, et al.					
	69	5,907,680	05/25/99	Nielsen, Jacob					
0000	70	5,918,214	06/29/99	Perkowski					_
00000	71	5,923,746	07/13/99	Baker, et al.					
	72	5,933,811	08/03/99	Angles, et al.	<u> </u>				
00000	73	5,944,791	08/31/99	Scherpbier			X		
000	74	5,948,061	09/07/99	Merriman, et al.					
00000	75	5,958,016	09/28/99	Chang, et al.					
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	78	5,982,857	11/09/99	Brady					
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	80	5,990,852	11/23/99	Szamrej					<u> </u>
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	82	5,991,796	11/23/99	Anupam, et al.					M
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Applicant Hedlund, et al. Filing Date

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/G.P./	84	6,009,429	12/28/99	Greer, et al.		<b>\</b>			
	85	6,014,134	01/11/00	Bell et al.					
	86	6,014,647	01/11/00	Nizzari, et al.					
2000000	87	6,018,619	01/21/00	Allard, et al.				/	7
-	88	6,035,332	03/07/00	Ingrassia,, et al.					
00000	89	6,038,544	03/14/00	Machin, et al.		1			
0000000	90	6,039,575	03/21/00	L'Allier, et al.					
0000	91	6,057,841	05/02/00	Thurlow, et al.					
000000	92	6,058,163	05/02/00	Pattison, et al.					
0000000	93	6,061,798	05/09/00	Coley, et al.					
0000000	94	6,072,860	06/06/00	Kek, et al.			X		
0000	95	6,076,099	06/13/00	Chen, et al.					
888	96	6,078,894	06/20/00	Clawson, et al.					
	97	6,091,712	07/18/00	Pope, et al.				Name of the last o	
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## INFORMATION DISCLOSURE CITATION

762302-1050 10/633,357
Applicant
Hedlund, et al.

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000000	112	6,211,451	04/03/01	Tohgi, et al.					
000000	113	6,225,993	05/01/01	Lindblad, et al.					
000000	114	6,230,197	05/08/01	Beck, et al.					
000000	115	6,236,977	05/22/01	Verba, et al.			X		
	116	6,244,758	06/12/01	Solymar, et al.					
9000000	117	6,282,548	08/28/01	Burner, et al.					
20000000	118	6,286,030	09/04/01	Wenig, et al.				No.	
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Applicant Hedlund, et al.

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### Attorney Docket No. Serial No. 762302-1050 10/633,357 **Applicant** INFORMATION DISCLOSURE CITATION Hedlund, et al. (Use several sheets if necessary) Filing Date Group 08/01/2003 3623 U.S. PATENT DOCUMENTS Date Examiner Item Document Class Name Subclass Filing Date Number Initials If Appropriate FOREIGN PATENT DOCUMENTS Document Date Country Translation Class Subclass Number Yes No OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, etc.) /G.P./ 80 Aspect Call Center Product Specification, "Release 2.0", Aspect Telecommunications Corporation, May 23, 1998 798 81 Metheus X Window Record and Playback, XRP Features and Benefits, 2 pages September 1994 LPRs 82 "Keeping an Eye on Your Agents," Call Center Magazine, pp.32-34, February 1993 LPRs & 798 83 Anderson: Interactive TVs New Approach, The Standard, 10/01/99 Ante, Everything You Ever Wanted to Know About Cryptography Legislation... (But Were to Sensible to Ask), PC world Online, 12/14/99 85 Berst, It's Baa-aack. How Interative TV is Sneaking Into Your Living Room, The AnchorDesk, 05/10/99 86 Berst, Why Interactive TV Won't Turn You On (Yet), The AnchorDesk, 07/13/99 87 Borland and Davis, US West Plans Web Services on TV, CNETNews.com, 11/22/99 88 Brown, Let PC Technology Be Your TV Guide, PC Magazine, 6/7/99 89 Brown, Interactive TV: The Sequel, NewMedia, 02/10/98 90 Cline, Déjà vu – Will Interactive TV Make It This Time Around?, DevHead, 07/09/99 91 Crouch, TV Channels on the Web, PC World, 09/15/99 D'Amico, Interactive TV Gets \$99 set-top box, IDG.net, 10/06/99 \* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation f not in conformance and not

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